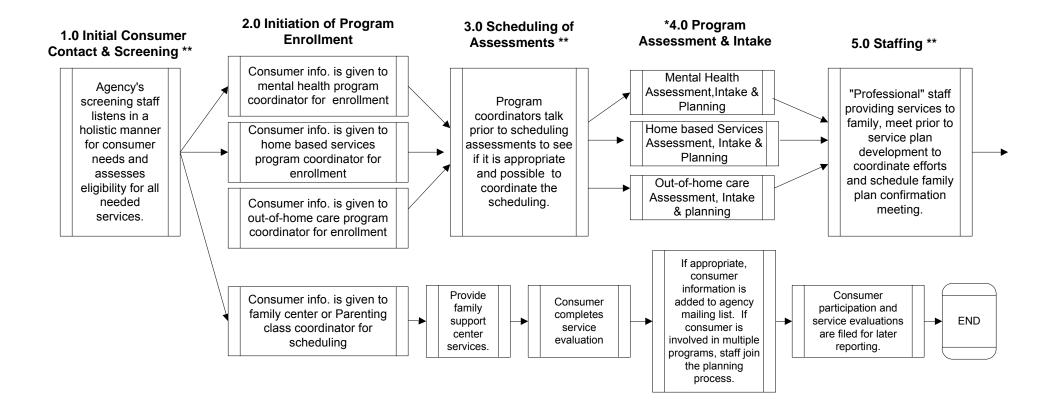
Integrated Service Delivery - Process Flowchart

Family profile includes service needs in the following areas: Mental Health Services Home based services Out-of-home care Services Family Center/Parenting classes



Note: * Program Consent for services are gathered at this point.

Note: ** Represents a significant change from the current way of delivering services. Detailed process description will need to be developed.

Family profile includes service needs in the following areas: Mental Health Services Home based services Out-of-home Care Services Family Resource Center/Parenting Services 8.0 Review progress toward meeting service plan goals 9.0 Case Closure 6.0 Confirmation of 7.0 Service delivery and Family Service Plan ** Formal family "case closure" Tracking Agency Staffing happens after all services Revise to review Agency staff, with have ended. Services can progress towards **10.0 Reporting Agency staff provide service • family or consumer, end at different time and meeting goals plan. services to consumer/family prioritize service plan family will be "closed" out of & tracks: Agency programs run this program or service goals. Identify a lead program specific consumer or family area. Agency provider who If plan needs to be reports, Agency tracks receiving services, service will be responsible revised, meet with Integrated services provided, service modality, for coordinating the family to revise outcomes and location of service, progress plan. service plan and develops agency wide notes, incident reporting, developing a staffing reports. and other measurements schedule. Service (for outcomes goal plan review dates are 9.5 Client attainment and progress.) 8.5 Collecting of defined. Service Data Accounting Program managers (coordinators) collect appropriate information Accounting dept. bills for services from direct providers and send it to accting or rendered to meet other reporting requirements.

Integrated Service Delivery Model (Cont.)

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Note: ** Represents a significant change from the current way of delivering services. Detailed process description will need to be developed.